MBTA : ACCESS

The Guide to Accessible Services and Facilities

MASS.
TC40.2:
M45/7

UMASS/AMHERST

312066016678971

OCT 17

MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

Office for Transportation Access • Ten Boylston Place • Boston, MA 02116

Digitized by the Internet Archive
in 2014

https://archive.org/details/mbtaaccessguidet00mass

TABLE OF CONTENTS

BUSES p. 4

RAPID TRANSIT p. 11

RAIL MAP p. 12

LIGHT RAIL p. 13

COMMUTER RAIL p. 14

COMMUTER RAIL MAP p. 15

REDUCED FARE PASSES p. 16

THE RIDE p. 18

THE RIDE MAP p. 19

ACCESS ADVISORY COMMITTEE TO THE MBTA (AACT) p. 22

OTHER MBTA ACCESSIBLE SERVICES p. 23

MBTA TELEPHONE LINES p. 24

OCT 17 1997

DOCUMENTS COLLECTION

The MBTA offers many services for persons with disabilities, and is committed to increasing and expanding its accessible services. The Office for Transportation Access provides up-to-date information on the MBTA's access programs, with a particular emphasis on reaching those who may benefit from these services.

This booklet outlines accessible programs and services. After reading this booklet, if you have any questions, would like further information, or would like to be placed on the mailing list, call the Office for Transportation Access at 617-722-5123. If you have a hearing impairment and have access to a Telecommunications Display Device (TDD), you may call on our TDD line at 617-722-5415. This office is open from 8:30 am to 5:00 pm Monday through Friday (closed all holidays).

LIFT BUS

B·U·S

Wheelchair lift-equipped buses are one of the many ways the MBTA provides accessible transportation for persons with disabilities. Two types of lift buses are currently in service. Most have the lift at the rear door; a small number have front door lifts.

Rear door lifts on MBTA buses measure 35.75" wide x 43" long. Front door lifts are 29" wide x 53" long.

WHEELCHAIR LIFT BUS ROUTES

There are three ways you can access lift- equipped buses:

1. On some MBTA bus routes, all buses have wheelchair lifts. These routes are called 'Dedicated Lift Bus Routes,' and their schedule cards are marked with the international symbol of accessibility . Since all new MBTA buses have lifts, the number of Dedicated Lift Bus Routes is growing. Please call 1-800-LIFT BUS (1-800-543-8287) (TDD 617-722-5415) for the most up-to-date listing of Dedicated Lift Bus Routes.

2. You may live, work, go to school or even shop on a bus route and have noticed a number of lift buses. It is not necessary to call ahead to use these buses. You may wait at a bus stop and board any accessible bus on the route. However, without calling ahead there is no guarantee that a lift bus will be on the route at the time you wish to travel.

3. You can guarantee that a lift bus will be on a route at a specific time through the Call-A-Lift Bus Program.

The MBTA will arrange to have a bus with a wheelchair lift for you on any of its regularly scheduled bus routes where all buses are not wheelchair lift-equipped. Just call 1-800-LIFT BUS by 1:00 pm the day prior to your travel day and request a lift-equipped bus. That's all you need to do to take advantage of this service.

SCHEDULING YOUR CALL-A-LIFT BUS TRIP

1. If you are familiar with the MBTA system and bus schedules, decide what route you will travel on, the time you would like to take the bus, where you would like to get on and off the bus, and the time you would like to return.

2. If you have any questions about lift bus service, need help planning your trip, or are ready to make your request, call 1-800-LIFT BUS. You will need to provide your name, address and phone number, along with your trip information.

3. In most cases your trip will be scheduled and confirmed at the time of your call. In some instances, especially when your trip involves several transfers, you will be called back later that day and given the departure, transfer and return times.

BOARDING THE LIFT BUS

1. Please be at your bus stop at least five minutes before the time your bus is scheduled to arrive.

2. As the bus approaches, make sure that you are visible to the bus Operator and the Operator realizes that you intend to board the bus.

3. Then, position yourself approximately five feet, or a reasonably safe distance, away from the door so that the lift can be deployed.

4. On buses with rear door lifts, when the lift is fully deployed, it is recommended that you move your wheelchair onto the platform backwards. For front door lifts, it is recommended you face forward when boarding the lift. On either lift, when all four wheels are on the platform LOCK YOUR BRAKES. IF YOU ARE USING A MOTORIZED WHEELCHAIR, TURN POWER SWITCH OFF.

5. When the lift platform is level with the bus floor, move onto the bus, give the correct fare to the Operator (or drop it into the fare box, if possible, on front door lifts). Be sure to tell the Operator your destination.

6. Continue to one of the two tiedown locations. Be careful moving between passengers in the aisle. If you are using a motorized wheelchair and need the Operator to assist you, please disengage your clutch.

SECURING YOUR WHEELCHAIR

The MBTA provides two types of wheelchair tiedowns in its lift buses in order to better accommodate the wide range of wheelchairs in use today. One type utilizes a belt securement system while the other uses a combination claw clamp and seatbelt. If you need help with either style tiedown or seatbelt, just ask the Operator for assistance.

1. To use the belt securement system, maneuver your wheelchair into the tiedown area. The tiedown consists of three belts: one to secure the left side of your chair, one to secure the right side of your chair, and one which functions as a seat belt to be fastened around you and your wheelchair.

For proper securement the belts must be pulled straight out their entire length. If the belts do not seem to be out far enough to secure your chair, retract them and then pull them out again. The belts for the left and right sides of your wheelchair should be brought out along the sides of your chair and fastened to the front posts of your chair.

DO NOT ATTACH THE BELTS TO THE REAR WHEELS OF YOUR WHEELCHAIR.

2. To use the clamp tiedown, you must maneuver one large rear wheel into the claw clamp. The clamp will close automatically

when your wheel strikes the impact plate at the rear of the clamp. If the clamp does not close, move your wheelchair forward a few inches and back into the clamp more forcefully. When properly secured, the prongs of the clamp should overlap. Next, pull the seatbelt completely around you and your wheelchair; if you pull the belt out straight it will come out far enough to reach around you.

EXITING THE LIFT BUS

1. Once the bus has stopped, release the seatbelt and the belt tiedowns or the claw clamp and move to the door where the lift is located. The belt tiedowns are released by pressing the clasp button. The claw clamp is released by pushing down on the knob on top of the clamp. Ask the Operator for help if necessary.
2. Wait until the lift platform is level with the bus floor. It is recommended that you move forward onto the platform for both the front and rear door lifts. If you are using a motorized wheelchair and need the Operator to assist, leave the clutch disengaged. When all four wheels are on the platform LOCK YOUR BRAKES. IF YOU ARE USING A MOTORIZED WHEELCHAIR, TURN POWER SWITCH OFF.
3. When the platform has reached the ground and the end safety gate has dropped, release your brakes and move off the platform. If you are using a motorized wheelchair, reengage your clutch and turn the power 'on.'

REMEMBER

To schedule a trip, call 1-800 LIFT BUS. Lift bus requests are taken between 8:30 am and 5:00 pm, seven days a week. However, you must call BEFORE 1:00 pm to request a trip for the following day.

If you encounter difficulties, call 1-800-LIFT BUS during normal business hours or call 617-722-5777 during all other hours of MBTA operation.

Operators have been trained in the use of the wheelchair lift, tiedowns, and in awareness of the needs of passengers with disabilities. However, Operators are not able to leave the bus. If you require assistance onto the lift platform from outside the bus, a personal attendant is recommended.

THE KNEELER

The MBTA has approximately 900 'kneeling' buses. The kneeler lowers the right front corner of the bus four inches closer to the sidewalk or street to make it easier for people who have trouble climbing stairs to get on and off the bus.

If you have any difficulty reaching the bus stairs, just ask the Operator to lower the kneeler for you.

RAPID TRANSIT (HEAVY RAIL)

The Rapid Transit system consists of three lines: Blue, Orange and Red (the Red Line has two routes), with a total of 51 stations and 45.7 one-way route miles. Currently, there are 27 wheelchair accessible stations (see rail map). All remaining Blue, Orange and Red Line stations are under design to be made accessible.

The Blue Line connects Boston to Revere, running from Bowdoin Station to Wonderland Station.

The Orange Line joins Medford and Malden in the North to Jamaica Plain and Forest Hills in the South, running from Oak Grove Station to Forest Hills Station.

The Red Line connects Cambridge in the North to Quincy and Braintree in the South via the Alewife-Braintree route, and to Dorchester in the South via the Alewife-Ashmont route.

S·U·B·W·A·Y

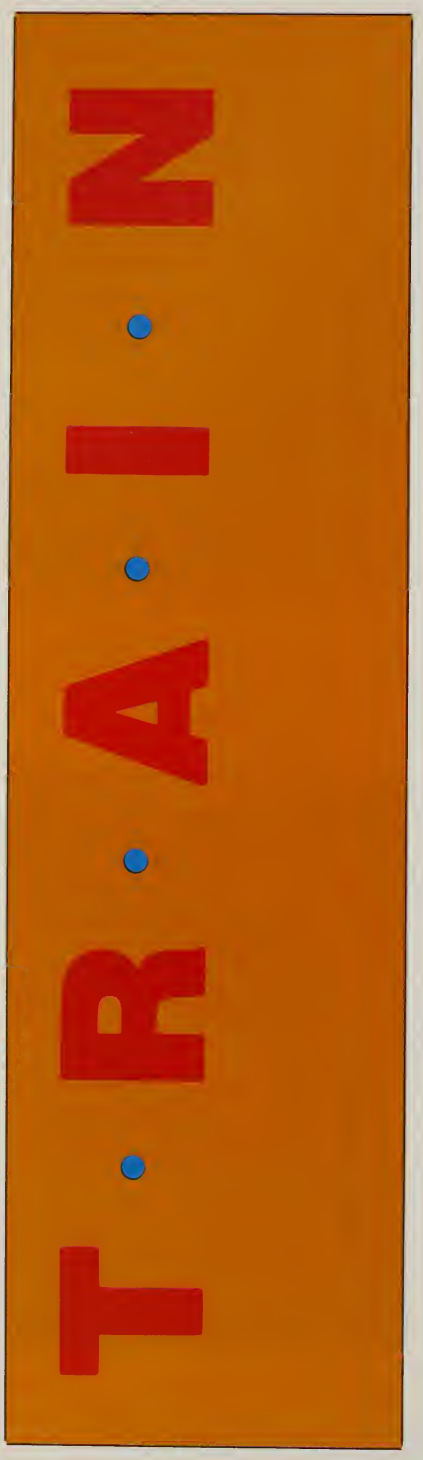
RAIL MAP

All trains on all lines are accessible to persons using wheelchairs and are equipped with hand/grab rails and public address systems over which destinations and stops are announced. All cars on all lines have priority seating decals posted near entrances at either end of each car for persons with disabilities and senior citizens.

STREETCARS (LIGHT RAIL)

The MBTA runs streetcars called Light Rail Vehicles on the Green Line and the Mattapan High Speed branch of the Red Line. The Green Line is made up of four routes, which join in one central subway tunnel. The Mattapan High Speed Line runs from Ashmont Station to Mattapan Station (see rail map). Boston's Light Rail system operates in the nation's oldest subway (the first two stations opened in 1897).

Plans for making the Green Line accessible are now underway. It is anticipated that future Green Line Vehicle purchases will utilize low-floor cars for easy access. Station access will begin with key stations on each line. All Light Rail Vehicles in service now have highlighted stair edges, non-slip floors, hand/grab rails, and priority seating decals. These are designed to encourage passengers to offer a seat to persons who are elderly or disabled. In addition, Light Rail Vehicles have public address systems for announcements.



The MBTA has an extensive Commuter Rail System consisting of eight lines serving stations over 259 one-way miles. The system has four lines serving the North which feed into North Station in Boston, and four lines serving the South which feed into South Station in Boston. These Commuter Rail lines consist of the following branches:

North - North Station to Gardner, Lowell, Haverhill, Rockport and Ipswich via a branch from the Rockport Line.

South - South Station to Framingham, Needham Heights, Forge Park, Fairmount, Providence and Stoughton via a branch from the Providence Line.

Today 44 Commuter Rail Stations are wheelchair accessible and more are being made accessible (see Commuter Rail map). Most Commuter Rail coaches are accessible and identified with the accessibility symbol. Recently purchased double-decker cars have designated wheelchair locations with four tiedown devices on each car. In addition, onboard personnel announce all station stops throughout the system. Please call the MBTA Office for Transportation Access for the latest information on accessible stations and equipment.

COMMUTER RAIL MAP

COMMUTER RAIL LINES
WHEELCHAIR ACCESSIBLE STATION
WHEELCHAIR ACCESS BEING CONSTRUCTED
STATION OPEN ONLY DURING BASEBALL SEASON

GARDNER
FITCHBURG
NORTH LEOMINSTER
SHIRLEY
AYER
LITTLETON—495
SOUTH ACTON
WEST CONCORD
CONCORD
LINCOLN
SILVER HILL
HASTINGS
KENDAL GREEN
BRANDEIS—ROBERTS
WALTHAM
WAVERLEY
BELMONT CENTER
PORTER SQUARE

LOWELL
NORTH BILLERICA
WILMINGTON
MISHAWUM
WINCHESTER CENTER
WEDGEMERE
WEST MEDFORD

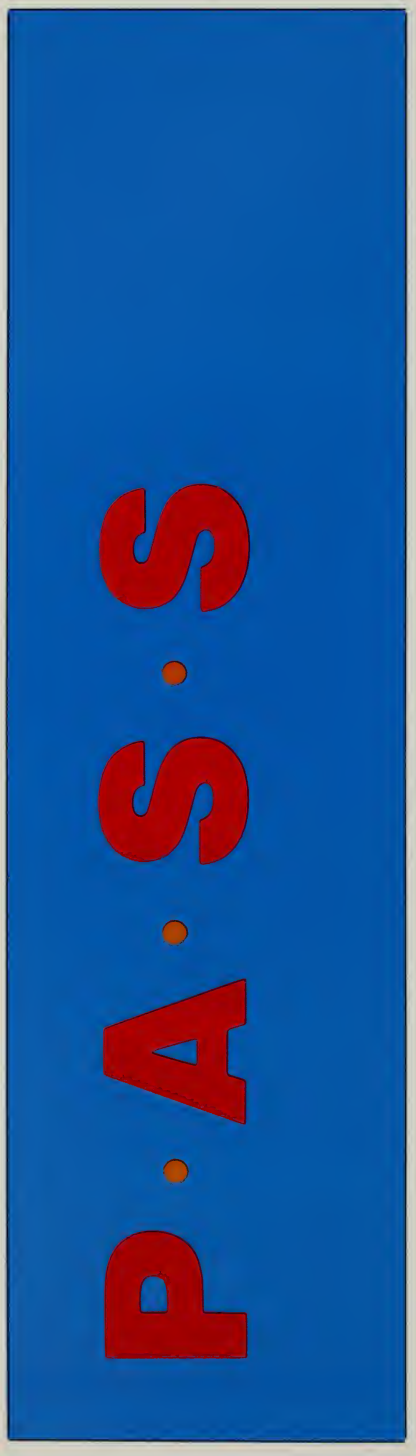
HAVERHILL
BRADFORD
LAWRENCE
ANDOVER
BALLARDVALE
NORTH WILMINGTON
READING
WAKEFIELD
GREENWOOD
MELROSE HIGHLANDS
MELROSE-CEDAR PARK
WYOMING HILL
MALDEN CENTER
CHELSEA
NORTH STATION

IPSWICH
HAMILTON—WENHAM
NORTH BEVERLY
ROCKPORT
GLOUCESTER
WEST GLOUCESTER
MANCHESTER
BEVERLY FARMS
PRIDES CROSSING
MONTSERRAT
BEVERLY DEPOT
SALEM
SWAMPSCOTT
LYNN
RIVERWORKS

SOUTH STATION
BACK BAY
S END
RUGGLES ST
FOREST HILLS
UPHAMS CORNER
MORTON STREET
FAIRMOUNT
HYDE PARK
READVILLE
ENDICOTT
DEDHAM CORP CTR /128
ROUTE 128
CANTON JUNCTION
CANTON CENTER
STOUGHTON
SHARON
MANSFIELD
ATTLEBORO
SOUTH ATTLEBORO
PROVIDENCE

NEWTONVILLE
YAWKEY
WEST NEWTON
AUBURNDALE
WELLESLEY FARMS
WELLESLEY HILLS
WELLESLEY SQUARE
NATICK
WEST NATICK
FRAMINGHAM
ROSLINDALE VILLAGE
BELLEVUE
HIGHLAND
WEST ROXBURY
HERSEY
NEEDHAM JUNCTION
NEEDHAM CENTER
NEEDHAM HEIGHTS
ISLINGTON
NORWOOD DEPOT
NORWOOD CENTRAL
WINDSOR GARDENS
PLIMPTONVILLE
WALPOLE
NORFOLK
FRANKLIN
FORGE PARK—495

REDUCED FARE PASSES



If you are 65 or older or are a person with a disability, you can get a reduced fare pass from the MBTA. Pass holders pay a reduced fare at all times on the subway, light rail, and local MBTA bus service and half fare on express bus, zoned bus, Commuter Rail and commuter boat services.

SENIOR CITIZEN ID CARD

To get a Senior Citizen ID Card, go to the Senior and Access Pass Office on the concourse of the Downtown Crossing Station with proof that you are 65 or over. Acceptable forms of identification are:

- Driver's License
- Birth Certificate
- Citizenship Papers
- Baptismal Record
- Passport

A photo identification is prepared while you wait. A nominal fee is charged for the card.

TRANSPORTATION ACCESS PASS

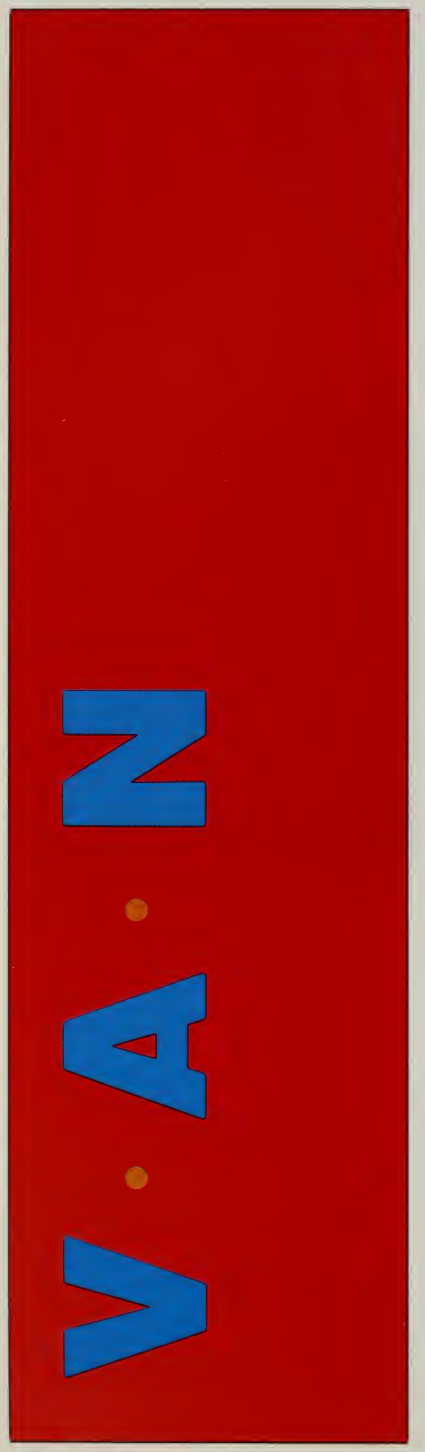
The MBTA and all Massachusetts Regional Transit Authorities offer a Transportation Access Pass to eligible persons with disabilities. The MBTA is pleased to offer this Pass, which gives the bearer reduced fare benefits on public transportation offered by every Regional Transit Authority in Massachusetts.

If you are interested in this Pass and live within the MBTA jurisdiction please call 617-722-5438 (TDD 617-722-5854) and we will send you an application. If you live outside our jurisdiction, we will be glad to tell you which Transit Authority to contact.

After you return your completed application, the MBTA will let you know if you are eligible for the program. If eligible, go to the Senior and Access Pass Office to have your photo taken and receive your Pass. A nominal fee is charged. Each Pass has a specified expiration date (one year for temporary disabilities, and five years for permanent disabilities).

From time to time, the MBTA goes to local cities and towns to issue Senior Citizen ID Cards and Transportation Access Passes. Call the Pass Office for details on this program.

The office is open from 8:30 am to 4:15 pm weekdays (closed all holidays).

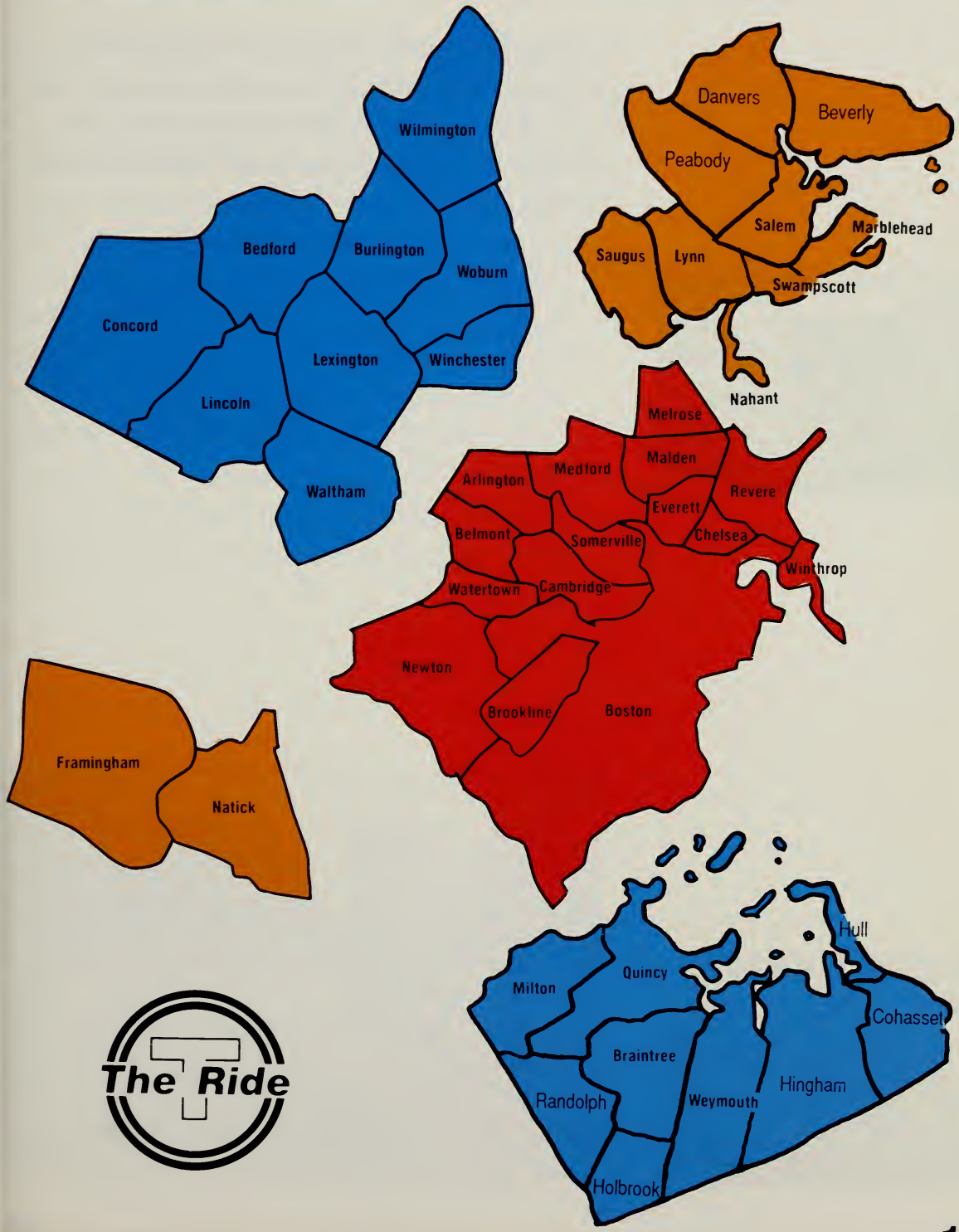


THE RIDE is the MBTA's paratransit program which provides door-to-door transportation to people who cannot use general public transportation because of a physical or mental disability. THE RIDE uses lift-equipped vans and, where available, taxis or sedans to serve the transportation needs of persons with disabilities, including those who use wheelchairs. THE RIDE now operates in 44 cities and towns (see THE RIDE Map) and future plans call for expansion to additional communities in the MBTA service area.

All drivers are given training in vehicle operation, passenger assistance, CPR and First Aid. They are also given sensitivity training to increase their understanding of different types of disabilities so that they can make your ride a safe and pleasant one.

The driver will help you over the curb and up or down one step. The driver will also help with three bags or parcels, or two pieces of luggage.

THE RIDE MAP


Wilmington
Bedford
Burlington
Woburn
Concord
Lexington
Winchester
Lincoln
Waltham
Danvers
Beverly
Peabody
Salem
Marblehead
Saugus
Lynn
Swampscott
Nahant
Melrose
Malden
Medford
Arlington
Revere
Everett
Belmont
Somerville
Chelsea
Winthrop
Watertown
Cambridge
Newton
Brookline
Boston
Framingham
Natick
Hull
Milton
Quincy
Cohasset
Braintree
Hingham
Randolph
Weymouth
Holbrook
The Ride

ELIGIBILITY

In order to become eligible for THE RIDE, you must have a disability which prevents you from using general public transportation. In addition, you must apply and be approved for this service.

APPLICATION PROCEDURES

To find out if you are eligible to use THE RIDE, you must first complete an application form. Call or write the MBTA Office for Transportation Access, Ten Boylston Place, Boston, Massachusetts 02116, 617-722-5123 (TDD 617-722-5415), and ask for an application form. The office can also answer any questions you may have about THE RIDE. This application must be fully completed and returned to this office for review. If you are approved for THE RIDE, you will be sent a manual which explains how to use the service. You will also be sent your identification number, which you will use to schedule trips.

THE ACCESS ADVISORY COMMITTEE TO THE MBTA

The Access Advisory Committee to the MBTA (AACT), made up of senior citizens, persons with disabilities, and other interested consumers and human service agency representatives, is the official consumer advisory group to the MBTA on accessibility issues.

AACT, in addition to its regular monthly meeting, schedules monthly subcommittee meetings that cover different areas of MBTA accessible services and facilities: THE RIDE Subcommittee for THE RIDE service; the Fixed Route Access Subcommittee (FRACAS) for bus, subway, light rail and commuter rail service; the Auditory/Visually Impaired Subcommittee (AVIS) for service for sight or hearing impaired customers; the Metrowest Subcommittee for Metrowest area service; the South Shore Subcommittee for South Shore area service and the North Shore Subcommittee for North Shore area service.

Office for Transportation Access staff attend all monthly AACT meetings, including THE RIDE, FRACAS, AVIS, Metrowest, South Shore and North Shore Subcommittee Meetings. Together, the MBTA and AACT work to ensure that accessible transportation on the MBTA system continues to be of high quality and that safe and reliable services and facilities remain a high priority. The MBTA and AACT monitor planning and design efforts to ensure that the transportation needs of persons with disabilities are met.

If you would like to participate on this Committee, or if you would like more information about its work, please call the Office for Transportation Access at 617-722-5123 (TDD 617-722-5415).

OTHER MBTA ACCESSIBLE SERVICES

For information regarding elevators in accessible stations, the MBTA operates an "Elevator Update Line" (617-451-0027), which provides customers with an update on elevator conditions every four hours, seven days a week.

To address the needs of the diverse riding public, the MBTA strives to enhance accessibility wherever possible. Operators, Collectors and Guards receive training each year to ensure provision of courteous service to all our customers.

Stops and destinations are announced on rapid transit vehicles, streetcars and the Commuter Rail trains. If you ask, Operators will let you know when the bus or streetcar reaches your stop. They will also help you get a seat near the front of the bus or streetcar if you need one. Just ask, or hand them a note explaining what you need.

Additional services include sign language interpreters at public hearings and consumer advisory meetings, large print bus schedule cards upon request and priority seating decals in rapid transit trains, streetcars, buses and Commuter Rail trains. There are six TDDs for use by persons with hearing impairments located in the following stations: Harvard Square, Kenmore, Park Street, State Street, Ruggles and Wonderland Stations.

MBTA TELEPHONE LINES

Except as noted, telephones are answered from 8:30am to 5:00pm weekdays.

Office for Transportation Access 617-722-5123
TDD 617-722-5415
Toll Free 1-800-533-MBTA (6282)

Call-A-Lift Bus Request Line ..... Toll Free 1-800-LIFT BUS (543-8287)
TDD 617-722-5415

THE RIDE 617-722-5123
TDD 617-722-5415

Elevator Update Line 617-451-0027
(Recorded Elevator Conditions- 24 hours)

Senior Citizen ID Cards and 617-722-5438
Transportation Access Passes TDD 617-722-5854
(8:30 am to 4:15 pm weekdays)

Travel Information Line 617-722-3200
(6:30 am to 11:00 pm weekdays, TDD 617-722-5146
7:30 am to 6:00 pm weekends) Toll Free 1-800-392-6100

Customer Relations 617-722-5215
TDD 617-722-5146

MBTA Police Emergency (24 hours) 617-722-5151

Or write for more information:

MBTA Office for Transportation Access
Ten Boylston Place
Boston, MA 02116

OTA 081
6/92

William F. Weld, Governor
Paul Celluci, Lieutenant Governor
Secretary James J. Kerasiotes
Patrick J. Moynihan, General Manager